

BEFORE  
THE PUBLIC SERVICE COMMISSION OF  
SOUTH CAROLINA  
DOCKET NO. 98-510-C - ORDER NO. 1999-67  
JANUARY 27, 1999

IN RE:	Application of Hyperion Communications of	)	ORDER
	South Carolina, Inc. for a Certificate of Public	)	APPROVING
	Convenience and Necessity to Provide Resold	)	CERTIFICATE
	and Facilities-Based Local Exchange and	)	
	Interexchange Telecommunications Services	)	
	in South Carolina.	)	

This matter comes before the Public Service Commission of South Carolina ("the Commission") by way of the Application of Hyperion Communications of South Carolina, Inc. ("Hyperion" or "the Company") for authority to provide both local exchange and long distance telecommunications services within the State of South Carolina. The Application was filed pursuant to S.C. Code Ann. §§ 58-9-280 and 58-9-520 and the Regulations of the Commission.

By letter, the Commission's Executive Director instructed Hyperion to publish, one time, a prepared Notice of Filing in newspapers of general circulation in the areas affected by the Application. The purpose of the Notice of Filing was to inform interested parties of the manner and time in which to file the appropriate pleadings for participation in the proceedings. Hyperion complied with this instruction and provided the Commission with proof of publication of the Notice of Filing.

A Petition to Intervene was received from the South Carolina Telephone Association ("SCTA"). On January 12, 1999, Counsel for SCTC filed with the Commission

a Stipulation in which Hyperion stipulated that it would only seek authority in non-rural local exchange ("LEC") service areas of South Carolina and that it would not provide any local service to any customer located in a rural incumbent's service area, unless and until Hyperion provided written notice of its intent prior to the date of the intended service. Hyperion also stipulated that it was not asking the Commission to make a finding at this time regarding whether competition is in the public interest for rural areas. Hyperion agreed to abide by all State and Federal laws and to participate to the extent it may be required to do so by the Commission in support of universally available telephone service at affordable rates. The SCTC withdrew its opposition to the granting of a statewide Certificate of Public Convenience and Necessity to Hyperion provided the conditions contained in the Stipulation are met. The Stipulation is approved and attached as Order Exhibit 1.

A hearing was commenced on January 13, 1999, at 12:00 p.m., in the Commission's Hearing Room. The Honorable Philip T. Bradley, Chairman, presided. Hyperion Communications was represented by David Summer, Esquire and Kemal Hawa, Esquire. Florence P. Belser, Staff Counsel, represented the Commission Staff.

Philip M. Fraga, Director of Legal and Regulatory Affairs of Hyperion, appeared and offered testimony in support of Hyperion's application. The record reveals that Hyperion is a Delaware corporation which is authorized to conduct business in South Carolina as a foreign corporation with the South Carolina Secretary of State. According to Mr. Fraga, Hyperion seeks authority to provide all forms of telecommunications services to business and residential customers throughout South Carolina, including resold and facilities-based local exchange, exchange access and interexchange services.

Mr. Fraga explained that Hyperion possesses the technical, financial, and managerial resources and abilities to provide interexchange and local exchange telecommunications services. According to Mr. Fraga, Hyperion's management team has over seventy years of managerial, financial, and technical experience in the telecommunications industry. With regard to Hyperion's financial qualifications, Mr. Fraga stated that Hyperion has access to the financing and capital necessary to conduct the services for which it seeks authority. Hyperion will rely on the substantial financial resources of its holding company parent, HTI. HTI, a publicly traded company on NASDAQ, has financed Hyperion's initial operations and will continue to provide financial support to Hyperion as long as Hyperion requires additional capital and resources to complete its networks and construct facilities.

Mr. Fraga offered that Hyperion's entry into the telecommunications industry in South Carolina will further the public interest by expanding the availability and variety of high-quality local exchange services as well as by increasing the incentives for incumbent local exchange carriers to reduce prices, operate more efficiently, offer more innovative services, and improve the quality of service. Mr. Fraga also testified that approval of Hyperion's application would not adversely impact affordable local exchange service.

Mr. Fraga testified that the Company would operate in accordance with the Commission rules, regulations, guidelines and Commission Orders. Mr. Fraga also stated that Hyperion would support universally available telephone service at affordable rates and that the provision of local service by Hyperion would not adversely impact affordable local service. Mr. Fraga specifically stated that the services Hyperion Communications will provide will meet the service standards of the Commission.

Additionally, the record reveals descriptions of Hyperion's services, operations and marketing procedures.

After full consideration of the applicable law, the Company's application, and the evidence presented at the hearing, the Commission hereby issues its findings of fact and conclusions of law.

### **FINDINGS OF FACT**

1. Hyperion is organized as a corporation under the laws of the State of Delaware and has received a certificate from the South Carolina Secretary of State to transact business within South Carolina as a foreign corporation.
2. Hyperion wishes to provide local exchange services and interexchange services within the State of South Carolina.
3. The Commission finds that Hyperion possesses the technical, financial, and managerial resources sufficient to provide the service requested.
4. The Commission finds that Hyperion's "provision of service will not adversely impact the availability of affordable local exchange service." S.C. Code Ann. § 58-9-280(B)(3) (Supp. 1997).
5. The Commission finds that Hyperion will support universally available telephone service at affordable rates. S.C. Code Ann. §58-9-280(B)(4) (Supp. 1997).
6. The Commission finds that Hyperion will provide services which will meet the service standards of the Commission. S.C. Code Ann. §58-9-280(B)(2) (Supp. 1997).

7. The Commission finds that the provision of local exchange service by Hyperion “does not otherwise adversely impact the public interest.” S.C. Code Ann. §58-9-280(B)(5) (Supp. 1997).

### **CONCLUSIONS OF LAW**

1. Based on the above findings of fact, the Commission determines that a Certificate of Public Convenience and Necessity should be granted to Hyperion to provide competitive intrastate local exchange services, both resold and facilities-based, in South Carolina, subject to the terms of the Stipulation between Hyperion and SCTC. Hyperion is also authorized to provide resold and facilities-based intrastate interexchange service in South Carolina by providing intrastate interLATA service and by originating and terminating toll traffic within the same LATA, as set forth herein, through the resale of intrastate Wide Area Telecommunications Services (WATS), Message Telecommunications Service (MTS), directory assistance, travel card service or any other services authorized for resale by tariffs of carriers approved by the Commission.

2. Hyperion shall file, prior to offering local exchange services in South Carolina, its final tariff of its local service offerings conforming to all matters discussed with Staff and comporting with South Carolina law in all matters.

3. The Commission adopts a rate design for Hyperion for its long distance services which includes only maximum rate levels for each tariff charge. A rate structure incorporating maximum rate levels with the flexibility for adjustment below the maximum rate levels has been previously adopted by the Commission. In Re: Application of GTE Sprint Communications Corporation, etc., Order No. 84-622, issued in Docket No. 84-10-C (August 2, 1984).

With regard to its long distance services rates, Hyperion shall not adjust its rates below the approved maximum level without notice to the Commission and to the public. Hyperion shall file its proposed rate changes, publish its notice of such changes, and file affidavits of publication with the Commission two weeks prior to the effective date of the changes. However, the public notice requirement is waived, and therefore not required, for reductions below the maximum cap in instances which do not affect the general body of subscribers or do not constitute a general rate reduction. In Re: Application of GTE Sprint Communications, etc., Order No. 93-638, issued in Docket No. 84-10-C (July 16, 1993). Any proposed increase in the maximum rate level reflected in the tariff which would be applicable to the general body of the Company's subscribers shall constitute a general ratemaking proceeding and will be treated in accordance with the notice and hearing provisions of S.C. Code Ann. § 58-9-540 (Supp. 1997).

4. If it has not already done so by the date of issuance of this Order, Hyperion shall file its revised maximum long distance tariff and an accompanying price list within thirty (30) days of receipt of this Order. The revised tariff shall be consistent with the findings of this Order and shall be consistent with the Commission's Rules and Regulations.

5. Hyperion is subject to access charges pursuant to Commission Order No. 86-584 in which the Commission determined that for access purposes resellers should be treated similarly to facilities-based interexchange carriers.

6. With regard to the Company's resale interexchange service, an end-user should be able to access another interexchange carrier or operator service provider if the end-user so desires.

7. Hyperion shall resell the services of only those interexchange carriers or LECs authorized to do business in South Carolina by this Commission. If Hyperion changes underlying carriers, it shall notify the Commission in writing.

8. With regard to the origination and termination of toll calls within the same LATA, Hyperion shall comply with the terms of Order No. 93-462, Order Approving Stipulation and Agreement, in Docket Nos. 92-182-C, 92-183-C, and 92-200-C (June 3, 1993).

9. Hyperion shall file surveillance reports on a calendar or fiscal year basis with the Commission as required by Order No. 88-178 in Docket No. 87-483-C. The proper form for these reports is indicated on Attachment A.

10. The Company shall, in compliance with Commission regulations, designate and maintain an authorized utility representative who is prepared to discuss, on a regulatory level, customer relations (complaint) matters, engineering operations, tests and repairs. In addition, the Company shall provide to the Commission in writing the name of the authorized representative to be contacted in connection with general management duties as well as emergencies which occur during non-office hours.

Hyperion shall file the names, addresses and telephone numbers of these representatives with the Commission within thirty (30) days of receipt of this Order. Attachment B shall be utilized for the provision of this information to the Commission. Further, the Company shall promptly notify the Commission in writing if the representatives are replaced.

11. As a condition of offering debit card services, the Commission requires the Company to post with the Commission a bond in the form of a Certificate of Deposit

worth \$5,000 drawn in the name of the Public Service Commission of South Carolina or a surety bond in the amount of \$5,000 which is payable to the Commission. The Certificate of Deposit shall be drawn on federal or state chartered banks or savings and loan associations which maintain an office in this state and whose accounts are insured by either the FDIC or the Federal Savings and Loan Insurance Corporation. A surety bond shall be issued by a duly licensed bonding or insurance company authorized to do business in South Carolina. This condition may be reviewed in one year.

12. Hyperion shall conduct its business in compliance with Commission decisions and Orders, both past and future, including but not limited to, any and all Commission decisions which may be rendered in Docket No. 96-018-C regarding local competition.

13. The Company is directed to comply with all Rules and Regulations of the Commission, unless a regulation is specifically waived by the Commission.


14. Title 23, Chapter 47, South Carolina Code of Laws Ann., governs the establishment and implementation of a "Public Safety Communications Center," which is more commonly known as a "911 system" or "911 service." Services available through a 911 system include law enforcement, fire, and emergency medical services. In recognition of the necessity of quality 911 services being provided to the citizens of South Carolina, the Commission hereby instructs Hyperion to contact the appropriate authorities regarding 911 service in the counties and cities where the Company will be operating. Contact with the appropriate 911 service authorities is to be made before offering local telephone service in South Carolina. Accompanying this Order is an information packet from the South Carolina Chapter of the National Emergency Number

Association (“SC NENA”) with contact information and sample forms. The Company may also obtain information by contacting the E911 Coordination at the Office of Information Resources of the South Carolina Budget and Control Board.

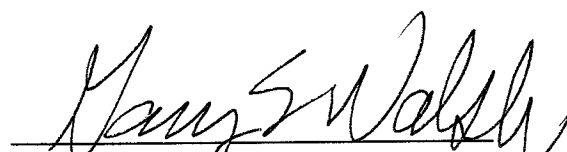
By this Order and prior to providing services within South Carolina, Hyperion shall contact the 911 Coordinator in each county, as well as the 911 Coordinator in each city where the city has its own 911 system, and shall provide information regarding the Company’s operations as required by the 911 system.

15. This Order shall remain in full force and effect until further Order of the Commission.

BY ORDER OF THE COMMISSION:

  
Chairman

ATTEST:

  
Executive Director

(SEAL)

## ANNUAL INFORMATION ON SOUTH CAROLINA OPERATIONS FOR INTEREXCHANGE COMPANIES AND AOS'S

---

COMPANY NAME

---

FEI NO.

---

ADDRESS

---

CITY, STATE, ZIP CODE

---

PHONE NUMBER

- (1) SOUTH CAROLINA OPERATING REVENUES FOR THE 12 MONTHS ENDING  
DECEMBER 31 OR FISCAL YEAR ENDING \_\_\_\_\_.
- (2) SOUTH CAROLINA OPERATING EXPENSES FOR THE 12 MONTHS ENDING  
DECEMBER 31 OR FISCAL YEAR ENDING \_\_\_\_\_.
- (3) RATE BASE INVESTMENT IN SOUTH CAROLINA OPERATIONS\* FOR  
12 MONTHS ENDING DECEMBER 31 OR FISCAL YEAR ENDING \_\_\_\_\_.
- \* THIS WOULD INCLUDE GROSS PLANT, ACCUMULATED DEPRECIATION,  
MATERIALS AND SUPPLIES, CASH WORKING CAPITAL, CONSTRUCTION WORK IN  
PROGRESS, ACCUMULATED DEFERRED INCOME TAX, CONTRIBUTIONS IN AID OF  
CONSTRUCTION AND CUSTOMER DEPOSITS.
- (4) PARENT'S CAPITAL STRUCTURE\* AT DECEMBER 31 OR FISCAL YEAR ENDING  
\_\_\_\_\_.
- \* THIS WOULD INCLUDE ALL LONG TERM DEBT (NOT THE CURRENT PORTION  
PAYABLE), PREFERRED STOCK AND COMMON EQUITY.
- (5) PARENT'S EMBEDDED COST PERCENTAGE (%) FOR LONG TERM DEBT AND  
EMBEDDED COST PERCENTAGE (%) FOR PREFERRED STOCK AT YEAR ENDING  
DECEMBER 31 OR FISCAL YEAR ENDING \_\_\_\_\_.
- (6) ALL DETAILS ON THE ALLOCATION METHOD USED TO DETERMINE THE AMOUNT  
OF EXPENSES ALLOCATED TO SOUTH CAROLINA OPERATIONS AS WELL AS  
METHOD OF ALLOCATION OF COMPANY'S RATE BASE INVESTMENT (SEE #3  
ABOVE).

---

SIGNATURE

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NAME (PLEASE TYPE OF PRINT)

---

TITLE

DOCKET NO. 98-510-C - ORDER NO. 1999-67  
JANUARY 27, 1999  
ATTACHMENT B

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**INFORMATION OF THE AUTHORIZED UTILITY  
REPRESENTATIVES FOR INTEREXCHANGE, LOCAL  
AND AOS COMPANIES**

PURSUANT TO SOUTH CAROLINA PUBLIC SERVICE COMMISSION  
REGULATION 103-612.2.4(b), each utility shall file and maintain with the Commission  
the name, title, address, and telephone number of the persons who should be contacted in  
connection with Customer Relations/Complaints.

---

Company Name/DBA Name

---

Business Address

---

City, State, Zip Code

---

Authorized Utility Representative (Please Print or Type)

---

Telephone Number

Fax Number

---

E-Mail Address

---

This form was completed by      Signature

If you have any questions, contact the Consumer Services Department at 803-737-5230

DOCKET NO. 98-510-C - ORDER NO. 1999-67  
JANUARY 27, 1999  
EXHIBIT #1

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BEFORE  
THE PUBLIC SERVICE COMMISSION  
OF  
SOUTH CAROLINA

Docket No. 98-510-C

Re: Application of Hyperion Communications of South Carolina, Inc. )  
for a Certificate of Public Convenience and Necessity to Provide )  
Resold and Facilities-Based, Local Exchange and ) **STIPULATION**  
Interexchange Telecommunications Services in South Carolina )  
\_\_\_\_\_ )  
\_\_\_\_\_ )

The South Carolina Telephone Coalition ("SCTC") (see attachment "A" for list of companies) and Hyperion Communications of South Carolina, Inc. ("Hyperion") hereby enter into the following stipulations. As a consequence of these stipulations and conditions, the necessity for SCTC's intervention in this matter is avoided and SCTC withdraws its opposition to Hyperion's Application. SCTC and Hyperion stipulate and agree as follows:

1. SCTC does not oppose the granting of a statewide Certificate of Public Convenience and Necessity to Hyperion, provided the South Carolina Public Service Commission ("Commission") makes the necessary findings to justify granting of such a certificate, and provided the conditions contained within this stipulation are met.

2. Hyperion stipulates and agrees that any Certificate which may be granted will authorize Hyperion to provide service only to customers located in non-rural local exchange company ("LEC") service areas of South Carolina, except as provided herein.

3. Hyperion stipulates that it is not asking the Commission to make a finding at this time regarding whether competition is in the public interest for rural areas.

4. Hyperion stipulates and agrees that it will not provide any local service, by its own facilities or otherwise, to any customer located in a rural incumbent LEC's service area, unless and until Hyperion provides such rural incumbent LEC and the Commission with written notice of its intent to do so at least thirty (30) days prior to the date of the intended service. During such notice period, the rural incumbent LEC will have the opportunity to petition the Commission to exercise all rights afforded it under Federal and State law. Also, Hyperion acknowledges that the Commission may suspend the intended date for service in rural LEC territory for ninety (90) days while the Commission conducts any proceeding incident to the Petition or upon the Commission's own Motion, provided that the Commission can further suspend the implementation date upon showing of good cause.

5. Hyperion stipulates and agrees that if, after Hyperion gives notice that it intends to serve a customer located in a rural incumbent LEC's service area, the Commission receives a Petition from the rural incumbent LEC to exercise its rights under Federal or State law, or the Commission institutes a proceeding of its own, then Hyperion will not provide service to any customer located within the service area in question without prior and further Commission approval.

6. Hyperion acknowledges that any right which it may have or acquire to serve a rural telephone company service area in South Carolina is subject to the conditions contained

herein, and to any future policies, procedures, and guidelines relevant to such proposed service which the Commission may implement, so long as such policies, procedures, and guidelines do not conflict with Federal or State law.

7. The parties stipulate and agree that all rights under Federal and State law are reserved to the rural incumbent LECs, and this Stipulation in no way suspends or adversely affects such rights, including any exemptions, suspensions, or modifications to which they may be entitled.

8. Hyperion agrees to abide by all State and Federal laws and to participate, to the extent it may be required to do so by the Commission, in the support of universally available telephone service at affordable rates.

9. Hyperion hereby amends its application and its prefiled testimony in this docket to the extent necessary to conform with this Stipulation.

AGREED AND STIPULATED to this 12<sup>th</sup> day of January, 1998<sup>9</sup>.

Hyperion Communications of South Carolina, Inc.

Kenneth M. Hauer

South Carolina Telephone Coalition:

Margaret M. Fox

M. John Bowen, Jr.

Margaret M. Fox

McNair Law Firm, P.A.

Post Office Box 11390

Columbia, South Carolina 29201

(803) 799-9800

Attorneys for the South Carolina  
Telephone Coalition

ATTACHMENT A  
South Carolina Telephone Coalition Member Companies  
for Purposes of Local Service Stipulation

ALLTEL South Carolina, Inc.  
Bluffton Telephone Company, Inc.  
Chesnee Telephone Company  
Chester Telephone Company  
Farmers Telephone Cooperative, Inc.  
Ft. Mill Telephone Company  
Hargray Telephone Company, Inc.  
Heath Springs Telephone Company Inc.  
Home Telephone Company, Inc.  
Horry Telephone Cooperative, Inc.  
Lancaster Telephone Company  
Lockhart Telephone Company  
McClellanville Telephone Company  
Norway Telephone Company  
Palmetto Rural Telephone Cooperative, Inc.  
Piedmont Rural Telephone Cooperative, Inc.  
Pond Branch Telephone Company  
Ridgeway Telephone Company  
Rock Hill Telephone Company  
Sandhill Telephone Cooperative, Inc.  
St. Stephen Telephone Company  
West Carolina Rural Telephone Cooperative, Inc.  
Williston Telephone Company

BEFORE  
THE PUBLIC SERVICE COMMISSION  
OF  
SOUTH CAROLINA

Docket No. 98-510-C

Re: Application of Hyperion Communications of South Carolina, Inc. )  
for a Certificate of Public Convenience and Necessity to Provide )  
Resold and Facilities-Based Local Exchange and Interexchange )  
Telecommunications Services in South Carolina )  
\_\_\_\_\_ )

**CERTIFICATE OF SERVICE**

I, Mia DuRant Briggs, do hereby certify that this day I caused to have served the foregoing Stipulation to the below named party of record, by having same delivered as indicated, this 12th day of January, 1999, and addressed as follows:

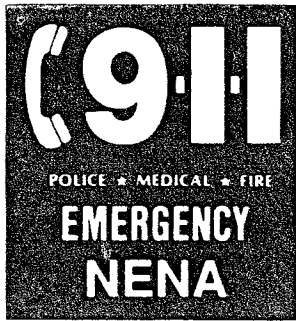
**U.S. MAIL - FIRST CLASS POSTAGE AFFIXED:**

Dana Frix, Esquire  
Jonathan Draluck, Esquire  
SWIDLER BERLIN SHEREFF FRIEDMAN, LLP.  
3000 K Street Suite 300  
Washington, DC 20007-5116

Faye A. Flowers, Esquire  
PARKER, POE, ADAMS & BERNSTEIN L.L.P.  
Post Office Box 1509  
Columbia, South Carolina 29202-1509

  
\_\_\_\_\_  
Mia DuRant Briggs

Columbia, South Carolina



# NENA

National  
Emergency  
Number  
Association

**South Carolina Chapter**

October 1, 1998

To: Telephone Companies New to South Carolina

In an effort to continue providing quality emergency services to the citizens of South Carolina, the SC NENA (National Emergency Number Association) requests that before beginning telephone service in a county, you contact the 911 Coordinator in that county. This will allow both parties to obtain important information about providing 911 services in that county. If you have already begun service, then contact the coordinator as soon as possible.

A list of County 911 Coordinators is provided with this letter. A list is also maintained on the South Carolina E911 homepage at [www.state.sc.us/911](http://www.state.sc.us/911). If you have any questions related to 911 in South Carolina, you may contact E911 Coordination at the Office of Information Resources at 803-737-9616. The person responsible for this can also be found on the 911 homepage. Please be aware that some cities may have their own E911 systems, these are listed on the attached list and on the 911 homepage. These city coordinators will need to be contacted in addition to the county coordinators.

# County 911 Contacts

## ALPHABETICAL INDEX

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The 911 Contacts page is listed in alphabetical order, by county.  
Click on the letter that the County begins with to go to that county.

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

---

### A

Abbeville County - May, Bill  
P.O.Box 1010  
Abbeville, SC 29620  
O 864-459-8501  
F 864-459-8304  
E-mail [E911control@wctel.net](mailto:E911control@wctel.net)

Aiken County - Heath-Callahan, Kate  
1680 Richland Ave. W., Suite 130  
Aiken, SC 29801  
O 803-642-2054  
F 803-642-7587

Allendale County - Smith, Mickey  
P.O. Box 645  
Allendale, SC 29810  
O 803-584-3438  
F 803-584-7042

Anderson County - Gerry Shealy  
P.O. Box 8002  
Anderson, SC 29622  
O 864-260-4646  
F 864-260-4381

### B

Bamberg County - Jowers, Jeff  
P.O. Box 119  
Bamberg, SC 29003  
O 803-245-4313

Barnwell County - Angil, John  
57 Wall St.  
Barnwell, SC 29812  
O 803-259-7013  
F 803-259-1759

Berkeley County - Powell, Pam  
223 N. Live Oak Dr.  
Moncks Corner, SC 24961  
O 843-719-4052  
F 843-719-4111

Beaufort County - Winn, William  
P. O. Drawer 1228  
Beaufort, SC 29901  
O 843-470-3100

F 843-470-3054

**C**

Charleston County - Morgan, Lisa  
4356 Azalea Dr.  
North Charleston, SC29405-7477  
O 843-745-2321  
F 843-745-2324

Cherokee County - Coggins, Delsia  
122 Administrative Dr.  
Gaffney, SC 29340  
O 864-487-2742  
F 864-487-2775

Chester County - Lee, Jesse  
P.O. Drawer  
Chester, SC 29706  
O 803-385-5433  
F 803-581-2342

Clarendon County - Truluck, John  
P.O. Box 486  
Manning, SC 29102  
O 803-435-9310

Clemson, City of - Young, Arlene  
P.O. Box 1566Clemson, SC 29633  
O 864-653-2070  
F 864-653-2032

Colleton County - McRoy, Barry  
119 Benson Street, Suite 200  
P.O.Box 2165  
Walterboro, South Carolina 29488  
O 803-549-1146  
F 803-549-6742

**D**

Darlington County - West, Libby  
1625 Harry Byrd Highway  
Darlington, SC 29532  
O 843-398-4920  
F 843-398-4918

Dillon County - Miller, Patricia  
PO Box 327Dillon, SC29536-0327  
O 843-774-1458  
F 843-841-3707

Dorchester County - Dease, Barbara  
500 N. Main St.  
Summerville, SC 29484  
O 843-832-0023  
F 843-832-0037

**E**

Edgefield County - Priest, Linda  
127 Courthouse Square  
Edgefield, SC 29824  
O 803-637-4105  
F 803-637-4128

**F**

Fairfield County - Kirkland, Mike

P.O. Drawer 60  
Winnsboro, South Carolina 29180  
O 803- 635-4444  
F 803-635-4299

Florence County - Matthews, Elizabeth M.  
City County Complex  
180 Irby Street MSC-G  
Florence, SC 29501  
O 803-676-8600  
F 803-676-8613

#### G

Georgetown County - Williams, Thomas  
PO Drawer 1270  
Georgetown, SC 29442  
O 843-527-7994  
F 843-546-7820

Goose Creek, City of - Lieu, Debbie  
P.O. Drawer 1768  
Goose Creek, South Carolina 29445  
O 803-863-5205  
F 803-863-5218

Greenville County - Inman, Ralph  
Suite 2150  
301 University Ridge  
Greenville, S.C. 29601  
O 864-467-5161  
F 864-467-5918

Greenwood County - Crawford, Tina  
County Courthouse Room B-12  
Greenwood, SC  
O 864-942-8576  
F 864-942-8671

#### H

Hampton County - Rushing, Gene  
201 Jackson St.,  
West Hampton, SC 29924  
O 803-943-7534  
F 803-943-7502

Hanahan, City of - Leudtke, Scott  
PO Box 9278  
Hanahan, SC 29410  
O 843-554-4221 ex165

Horry County - Hardwick, Renee  
PO Box 296  
Conway, SC 29528  
O 843-248-1820  
F 843-248-1471

#### K

Kershaw County - Stropes, Kirk  
2521 Broad St.  
Camden, SC 29020  
O 803-424-4001  
F 803-425-7698

#### L

Lancaster County - Reed, Caroline  
PO Box 1809  
Lancaster, SC 29721  
O 803-285-1969

**F 803-416- 9380**

**Laurens County - Avery, Joey**  
**PO Box 1396 Laurens, SC 29360**  
**O 864-984-0812**  
**F 864-984-0900**

**Lee County - Conway, Bill**  
**PO Box 309**  
**Bishopville, SC 29010**  
**O 803-484-5341 ext 340**  
**F 803-484-6512**

**Lexington County -Ellis, Neil**  
**212 S. Lake Dr.**  
**Lexington, SC 29202**  
**O 803-359-8342**  
**F 803-359-0023**

**M**

**Marion County - Herndon, Kimberly**  
**PO Box 1091**  
**Marion, SC 29571**  
**O 803-423-8238**  
**F 803-423-8224**

**Marlboro County - Cooper, Lewis**  
**205 E. Market St.**  
**Bennettsville, SC 29512**  
**O 843-479-5636**  
**F 843-479-9944**

**N**

**Newberry County - Barber, Tom**  
**3239 Louis Rich Road**  
**Newberry, South Carolina 29108**  
**O 803-321-2135**  
**F 803-321-2147**

**O**

**Oconee County - Pruitt, Steve**  
**415 S. Pine St.**  
**Walhalla, SC 29691**  
**O 864-638-4117**  
**F 864-638-4208**

**Orangeburg County - Sarjeant, Barbara**  
**P.O. Drawer 9000**  
**Orangeburg, South Carolina 29116-9000**  
**O 803-533-6166**  
**F 803-533-6048**

**P**

**Pickens County - Martin, Dana**  
**222 McDaniel Ave. B-11**  
**Pickens, SC 29671**  
**O 864-898-5961**  
**F 864-898-5759**

**R**

**Richland County - Byrd, Michael**  
**1410 Laurens Street**  
**Columbia, S.C. 29204**  
**O 803-748-4656 F 803-748-5055**

**S**

**Spartanburg County - Jones, ENP, DAVID**  
PO Box 5666  
O 864-596-2050  
F 864-595-2382  
email: [dfjones@spartanburg911.com](mailto:dfjones@spartanburg911.com)

**Summerville, Town of -**  
**Christie, Joe**  
100 Civic Center  
Summerville, Sc 29483  
O 843-871-6000  
F 843-871-6954

**Sumter County - Chin, Marvin**  
107 E. Hampton Ave  
Sumter, SC 29150  
O 803-773-1561  
F 803-773-7080

## **U**

**Union County - Mitchell, Linda**  
414 S. Pinckney St.  
Union, SC 29379  
O 864-429-1642  
F 864-429-1622

## **W**

**Williamsburg County - Rowell, Victor**  
205 Thurgood Marshall Blvd.  
Kingstree, SC 29556  
O 843-354-9330  
F 843-354-3534

## **Y**

**York County - Howell, Cotton**  
PO Box 11706  
Rock Hill, SC 29731  
O 803-329-7270  
F 803-324-7420

# MEMO OF ACKNOWLEDGEMENT AND UNDERSTANDING BETWEEN COMPANY AND 9-1-1 ENTITY

## EXPLANATION SHEET

**PURPOSE:** Formal standardized exchange of information between the CLECs and the 9-1-1 Entities.

**Attachment No. 1** - This attachment is to be filled out by the CLEC.

Provides 9-1-1 related information on the Company's service plan including: Company network; 9-1-1 network interconnection; service areas and offerings; database updates and anticipated commercial service cutover dates.

**Attachment No. 2** - This attachment is to be filled out by the CLEC.

Provides name, title and contact numbers for database, billing, service installation/cutover, network operations and 9-1-1 coordination. This information will include 24 hour 7 day emergency contact number and management escalation.

**Attachment No. 3** - This attachment is to be filled out by the 9-1-1 Managing Entity.

Contains 9-1-1 Entity provided information for default routing in various types of 9-1-1 call failure conditions or where a customer dials "O" for Operator instead of 911. Includes "default" PSAP designations, Public Switched Network 10 digit "default" PSAP telephone numbers and special routing information that may be required for operation of the 9-1-1 System.

**Attachment No. 4** - This attachment is to be filled out by the CLEC.

Provides detailed testing plan for Company's 9-1-1 interconnection prior to live commercial service cutover. Includes test call process for 9-1-1 trunk group to the 9-1-1 tandem, ALI database entries, default routing and calls to an Operator.

**Attachment No. 5** - This attachment is to be filled out by the CLEC.

Provides detailed information on procedures to be followed by the company in the case of 9-1-1 trunk group failure, 9-1-1 tandem failure or Company switch isolation from the Public Switched Network.

**Attachment No. 6** - This attachment is to be filled out by the 9-1-1 Managing Entity.

Provides all the information necessary for Company billing and remittance of the 9-1-1 fees. This will include authorizing law or Fee Order; detail on charges and differences between residential, business line and business trunk charges; charging limitations for large customers, if any; administrative fee to be retained by the Company and remittance destination information.

**Attachment No. 7** - This attachment is to be filled out by the CLEC.

Details charges involved with providing 9-1-1 service incurred by the Company. These will normally be passed through to the 9-1-1 Entity. Included are Company costs for connecting to the 9-1-1 network, 9-1-1 Network use charges, if any, and 9-1-1 database preparation costs.

**Attachment No. 8** - This attachment is to be filled out by the 9-1-1 Managing Entity.

Provides name, title and contact numbers for database, billing, PSAP operations, 9-1-1 Entity management, and the Lead Telco Representative.

All attachments are necessary for the full exchange of information. Some CLECs may not elect to complete Attachment No. 7 at the time of initial exchange, but reserve for future use.

A Memo of Acknowledgement and Understanding would be completed for each county. Certain attachment information will be different for each county.

**Memo of Acknowledgement and Understanding**  
**Between Company and 9-1-1 Entity**

*This document, together with Attachments 1 through 8, summarizes and acknowledges the establishment of a working relationship between \_\_\_\_\_ ("Company") and \_\_\_\_\_ ("the 9-1-1 Entity").*

**Company**

- Will provide local exchange service throughout \_\_\_\_\_ area starting approximately \_\_\_\_\_ 199\_\_. See Attachment 1 for 9-1-1 Service Plan.
- Is a Certified Local Exchange Carrier in the State of \_\_\_\_\_.
- Will be in compliance with all applicable state and local regulations.
- Will provide the 9-1-1 Entity with its contact and escalation list, as set forth in Attachment 2.

**Company Network Service**

- Has completed an Interconnection Agreement with \_\_\_\_\_ ("ILEC").
- Has agreed to provide 911 Tandem/Trunking through \_\_\_\_\_ ("ILEC").
- Has agreed to provide Database Access through \_\_\_\_\_ ("ILEC").
- Will provide database updates within 24 hours.
- Will use "default" PSAP in case of 9-1-1 network failure and for Operator routing as set forth in Attachment 3.
- Provides a 9-1-1 Test Plan and Disaster Recovery Plan as set forth in Attachments 4 & 5.

**Company Billing**

- Will bill and remit collected authorized 9-1-1 Emergency Service Fee, less all authorized collection fees, as described in Attachment 6.
- Reserves the right to retain or bill an additional fee for "Network Services" charges, as set forth in Attachment 7 as allowed by tariff and state law.

**9-1-1 Entity**

- Provides a PSAP, Lead Telco and 9-1-1 Entity contact and escalation list as set forth in Attachment 8.
- Designates the "default" PSAP and default PSAP 10 digit access number for network failure and Operator routing as set forth in Attachment 3.
- Provides Emergency Service Fee information as set forth in Attachment 6.
- Provides Emergency Service Fee remittance and Network Services charge billing name and address in Attachment 6.
- Provides a copy of this Memo of Acknowledgement and Understanding to their lead telco after execution.
- Acknowledges that a working relationship exists with the Company both directly and, as appropriate, through the ILEC.
- Acknowledges that the Company has established network and service preparation plans for the completion of Company customer 911 calls.

The parties agree to update, as necessary, and provide the other party with any revisions, amendments or modifications to the information contained in Attachments 1 through 8.

**Company**

By: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

**The 9-1-1 Entity**

By: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

**Attachment No. 1**

**Company 9-1-1 Service Plan For 9-1-1 Entity Locations**

1. Service Establishment Date: \_\_\_\_\_
  
2. Company NXX(s) serving 9-1-1 Entity locations: \_\_\_\_\_  
\_\_\_\_\_
  
3. Type services provided:

Business Lines	_____
Residential Lines	_____
ISDN	_____
CENTREX	_____
PBX	_____
Intrastate Toll	_____
_____	_____
_____	_____
_____	_____
  
4. (Company) Switch:

Location	_____
	_____
Type	_____
CLLI Code	_____
  
5. Tandem(s) connection(s):

To Location	_____	Initial Trunk Group Size	_____
		NXX(s) sent	_____
CLLI Code	_____		_____
To Location	_____	Initial Trunk Group Size	_____
		NXX(s) sent	_____
CLLI Code	_____		_____
  
6. Company 9-1-1 Database input to: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
  
7. Company administrative location: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Company 9-1-1 Escalation & Contact List**

**Database & Billing**

(Name -- Title -- Telephone #)

- —
- —
- —
- —

**Network Operations**

**24hr Network Management Center (NMC)**

NMC

Trouble Reporting Number

800-xxx-xxxx

(Name -- Title -- Telephone #)

- —
- —
- —
- —
- —
- —

**Installation & Operations Management**

(Name -- Title -- Telephone #)

- —
- —
- —
- —
- —
- —

**Location General Manager**

(Name -- Title -- Telephone #)

- —

**9-1-1 Entity Coordination**

(Name -- Title -- Telephone #)

- —

**9-1-1 Entity Default Routing Designation**

**For Use By Company**

**9-1-1 Entity Provided Information**

**Default PSAP for:**

1. ANI/ALI Failure:

PSAP Name \_\_\_\_\_  
Location \_\_\_\_\_

PSAP ESN #, if known \_\_\_\_\_

2. Company to 9-1-1 Tandem, trunk group failure:

PSAP Name \_\_\_\_\_  
Location \_\_\_\_\_

10 Digit Public Switched Network Emergency # for PSAP access: \_\_\_\_\_

3. Emergency Calls to an Operator (0):

PSAP Name \_\_\_\_\_  
Location \_\_\_\_\_

10 Digit Public Switched Network Emergency # for PSAP access: \_\_\_\_\_

4. Other 9-1-1 Entities sharing the same defaults:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

9-1-1 Cutover – Operational Tests

E9-1-1 Trunk Group & Emergency Calls to an Operator

*The test calls, except default routing, must have the calling address and telephone number in the designated 9-1-1 Database.*

*Test calls will be made for each Company NXX.*

*Company will notify each PSAP or 9-1-1 Entity, as appropriate, that is associated with a test call prior to the scheduled test date.*

**9-1-1 TRUNK TEST**

- —
- —
- —
- —
- —
- —
- —
- —

("Detail testing steps")

**DEFAULT ROUTE TESTS**

**ALI Failure**

- —
- —
- —
- —
- —

("Detail default route testing steps")

**Trunk Failure**

- —
- —
- —
- —
- —

("Detail default route testing steps")

**Operator Services**

- —
- —
- —
- —
- —

("Detail default route testing steps")

## **9-1-1 Disaster Recovery / Service Restoration Plan**

## E9-1-1 Trunk Group Failure or 9-1-1 Tandem Failure

In the event of an all trunks to the 9-1-1 tandem failure or a 9-1-1 tandem failure, the following procedure will be used:

- [illegible]

**("Detail steps to be taken in the event of failure")**

Notification of failure conditions and restoration will be made to the local 9-1-1 agency designated notification point.

All efforts will be made to restore the failure quickly and return to regular 9-1-1 call routing.

## Company Switch Isolation

**In the unlikely event of complete company switch isolation from the 9-1-1 and Public Switched networks:**

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**("Detail steps to be taken in the event of failure")**

**All efforts will be made to restore the failure quickly and return to regular 9-1-1 call routing.**

9-1-1 Fee To Be Billed By Company

FEE AMOUNTS:

*The 911 Emergency Service Fee that is charged pursuant to Local Ordinance and/or State Law:*

1. Residential: \$ \_\_\_\_\_ flat fee  
-fee applied per each line

2. Business:  
Line \$ \_\_\_\_\_ flat fee  
Trunk \$ \_\_\_\_\_ flat fee

☐ fee applied per line or trunk to all lines and trunks

☐ fee applied per entity, per location, to a maximum of \_\_\_\_\_ lines and \_\_\_\_\_ trunks

3. Other Fee related information: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4. Fee order copy, if applicable, will be provided to the Company.

REMITTANCE TO 9-1-1 ENTITY:

Payable to: \_\_\_\_\_

Send to: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Contact Person: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Network Service Charges

(As Allowed by Tariff and State Law)

1. Company switch to 9-1-1 tandem facilities  
Description of charges: \$xxx/mo.
2. Interconnect company pass-through charges  
Description of charges: \$xxx/mo.
- Description of charges: \$xxx/1000 lines
3. Database Input System charges  
Description of charges: \$xxx/line/mo.

**9-1-1 Entity and ILEC Escalation & Contact List**

**Database & Billing**

- \_\_\_\_\_ (Name -- Title -- Telephone #)
- \_\_\_\_\_

**PSAP Operations**

- \_\_\_\_\_ (Name -- Title -- Telephone #)
- \_\_\_\_\_

**9-1-1 Entity Management**

- \_\_\_\_\_ (Name -- Title -- Telephone #)
- \_\_\_\_\_

**Lead Telco Representative**

- \_\_\_\_\_ (Name -- Title -- Telephone #)